

#### AN INFLUXDATA CASE STUDY

# Sysbee Uses InfluxDB and Telegraf to Manage Infrastructures and to Provide Advanced Monitoring





# Sysbee Provides Cost-Effective Hybrid IT Infrastructure Solutions

#### Company in brief

Sysbee entered the Croatian web hosting scene as Plus Hosting in 2001. It has evolved to providing cloud web hosting and is a managed service provider. Sysbee improves its clients' operational stability, security and scalability. In 2018, Sysbee was formed in response to clients' growing needs for on-premises and cloud architectures.

#### Case overview

Sysbee's long history within the DevOps industry resulted in several iterations of their infrastructure monitoring solution. Their team has chosen InfluxDB as their time-stamped data store. They use InfluxDB, the purpose-built time series database, as their chosen platform for monitoring their clients' apps, networks and systems which support their products and services.

#### The business challenge

Sysbee has continuously evolved their infrastructure and their product and service offerings based on the trends in the industry. For example, they started off with rented servers in data centers in the US and the UK; by 2018 they started focusing on managed services to address the on-premises and cloud needs of their clients. Sysbee's services fall into three primary categories: infrastructure assessments, managed AWS service and managed products; they also provide Magento-

optimized hosting and managed GitLab. In order to stay competitive, Sysbee needs to be able to handle the hybrid nature of their clients' architectures while also being able to support new technologies as they come to market.

#### The technical challenge

Sysbee's primary focus is helping their clients manage their web servers; however, they aren't providing web application development or maintenance. To ensure they're providing the best customer experience possible, they want to be able to monitor their customers' application health indirectly. Their clients have uptime SLAs of nearly 100%; Sysbee knew they needed a monitoring solution to include alerting and trend tracking to enable them to predict failures, or at least mitigate them quickly across a diverse set of technologies used by their customers.

During their assessments of their clients' architecture, customers often opt in for Sysbee to collect a week's worth of metrics. These analyses require an easy method to collect metrics that won't impact clients' existing infrastructure.

#### The solution

Prior to selecting InfluxDB, Sysbee considered other time series databases. InfluxDB was the only one that offered numeric and string data value and data rollups. By 2017, it had become their primary data store. They value that it is open source, and appreciate that there are paid features and support if needed. InfluxDB works well with other monitoring tools utilized by their team.

Telegraf, InfluxDB's native metrics collection agent, is their chosen single binary data collector. They value that it is easy to set up, has lots of plugins and is extendable through scripts. They use Kapacitor as a data processing engine; Branko Toić, Linux System Engineer at Sysbee, compares Kapacitor to a swiss army knife as it can be configured for tasks, downsampling, data transformation and anomaly detection. Every client has their own database, and their metrics are visualized in customized Grafana dashboards.

They heavily use HAProxy, even on single servers. Sysbee uses these load balancer metrics to correlate similar data from a different part of their stack. This way, they can collate the data to errors and slowdowns across their clients' architectures. The team is also collecting Kubernetes and Docker metrics to better analyze and understand their deployments.

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*"It was so easy to get started with Telegraf. It was an absolute breeze to set up and configure compared to previous tools."* 

Branko Toić, Linux System Engineer, Sysbee

#### Results

Sysbee uses InfluxDB to power their observability platform. By enabling their clients with a set of monitoring tools, they bring DevOps culture and best practices to their customers' organizations. Their InfluxDB servers write over 8,000 points per second; this equates to over 130,000 series. Every client has a dedicated InfluxDB instance. Their customers are able to drill down into their data via customized Grafana dashboards and have simplified their operations and debugging processes.

### What's next

Sysbee is excited about InfluxDB 2.0, given some of the features that it brings. They will have to evaluate and design their setup once they update; however, they plan on ensuring a smooth transition when the time comes. They want to start using Flux, as they realize it will make it easier to configure Kapacitor scripts and evaluations for alerting. Down the road, Sysbee wants to explore more anomaly detection functionality.

#### About InfluxData

InfluxData is the creator of InfluxDB, the leading time series platform. We empower developers and organizations, such as Cisco, IBM, Lego, Siemens, and Tesla, to build transformative IoT, analytics and monitoring applications. Our technology is purpose-built to handle the massive volumes of time-stamped data produced by sensors, applications and computer infrastructure. Easy to start and scale, InfluxDB gives developers time to focus on the features and functionalities that give their apps a competitive edge. InfluxData is headquartered in San Francisco, with a workforce distributed throughout the U.S. and across Europe. For more information, visit <u>influxdata.com</u> and follow us <u>@InfluxDB</u>.

